

Pacific Messenger

Congratulations to Tripler Residents!!!



Tripler residents achieve best score nationwide on exam

By Heather Paynter Tripler Army Medical Center PAO

HONOLULU—Maintaining Tripler Army Medical Center's reputation for excellence in education, six residents in the Otolaryngology Services Section in the Department of Surgery achieved the highest average score on a mandatory in-service examination in comparison with all other Otolaryngology residents in the nation. One of the residents earned the highest individual score, for his level of training, in the country.

Maj. (Dr.) Joseph Sniezek, assistant chief of Otolaryngology and assistant residency program director, said the test is a good benchmark for showcasing the strength of the program.

"I am really ecstatic to work at Tripler and work with these people," he said. "It is gratifying to know they are so competitive."

The in-service examination is a written exam lasting a full day and consisting of approximately 400 questions about Otolaryngology, surgical care of disorders of the head and neck. Tripler residents scored the highest out of 127 programs in the nation.

According to Sniezek, the department is one of the busiest surgery services in the military. Residents complete a five-year rotation – one year of general surgery and four years in Otolaryngology. Two of the residents graduated from the Tripler program in June and the rest will continue to train.

Navy CAPT Michael Holtel, chief and residency program director for the Otolaryngology Services Section, said the physicians in the program are the finest he has ever had the opportunity to work with "Otolaryngology is one of the most competitive residencies to get accepted to anywhere in the nation so this sets these residents off as the best of the best."

Capt. (Dr.) Phillip Littlefield achieved the highest score in the nation for his level of training with one year remaining to complete his residency.

"I studied hard this year but did not get stressed out," he said. "I have a habit that works well. Whenever I read something in a book or journal, I ask myself how I can use the knowledge to take care of a patient and how would somebody make a multiple choice question out of it."

His habit, along with time at the gym and plenty of sleep prior to the exam, has proven successful as Littlefield also scored in the 97th percentile two years ago.

High achievement is not new to anyone in the Otolaryngology Services Section as the program has scored in the top 10 in the country for the past three years. During the last year, the service was named the preliminary Center of Excellence for Head and Neck Cancer Oncology Surgery.

"It makes all the hard work worthwhile," Sniezek said.

Residents in the Otolaryngology Services Department are: Maj. (Dr.) Umesh Marathe, Capt. (Dr.) Jason Boole, Capt. (Dr.) Phillip Littlefield, Capt. (Dr.) Jennifer Bager, Capt. (Dr.) Tom Nowlin and Capt. (Dr.) Eric Purdom.



New Faces... TRICARE Pacific Lead Agency





LCDR Judith Dickert, MC Hawaii Medical Director



CDR Phil Stanley, MC WESTPAC Medical Director, Okinawa Office



Maj Tony Ingram Director, WESTPAC Operations, Okinawa Office

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Ms Karla Somera Business Operations Program Analyst





MSgt Marvin Howell AE Liaison Case Management

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WESTPAC NEWS

NAF ATSUGI HOLDS SPECIAL PCS WORKSHOP



Article revised taken from Lora Sanders-VanNoy, KMR TRICARE Pacific Marketing Representative

On Friday, June 20th, the Fleet and Family Service Center at Naval Air Field (NAF) Atsugi held a special Permanent Change of Station (PCS) workshop for the 225 crew and family members of the VF-154 Black Knights Fighter Squadron. The fighter squadron is changing homeports from NAF Atsugi to the United States.

Ms Lora Sander-VanNoy, KMR TRICARE Marketing Representative, coordinated with the Fleet and Family Support Center to create "need to know" PCS information regarding TRICARE health coverage. Informational PCS Packets were put together for this workshop which contained a flyer explaining the TRICARE options in the Continental United States, a PCS form, WESTPAC Prime Travel Card, brochure on TRICARE ONLINE and a United Concordia dental enrollment form for family members.

For more information about PCSing with TRICARE, contact the TRICARE Service Center or Health Benefits Advisor at NAF Atsugi.

NH Guam's Community Service Recognized



Article taken from Ends. J.D. Wilkinson USNH Guam Public Affairs

GUAM - U.S. Naval Hospital Guam was recognized as the winner of the 2002 USS Bainbridge Honorable Mention Award. This award is given annually to a Navy Command to recognize outstanding community service.

Naval Hospital personnel volunteered more than 3,400 hours to the children of Guam, providing health screening and educational lectures, and devoted another 6,100 hours to the Environmental Stewardship, Campaign Drug Free and Project Good Neighbor flagship programs.

"The terrific folks here have an overwhelming desire to help the people around them, which is the true measure of quality," said CAPT Bob Kiser, Medical Corps, commanding officer at U.S. Naval Hospital Guam. "It's the people that make the command terrific. The staff of U.S. Naval Hospital Guam is comprised of the best Sailors. Receipt of such an award demonstrates their outstanding dedication to community service."



Health, Wellness on Wheels

Article taken from Journalist 3rd Class Sunday Williams, Navy Region Hawaii Public Affairs

Navy Medicine has expanded its horizons. A double grand opening was held for the new Wellness Vehicle and new Wellness Center at Naval Medical Clinic Makalapa April 11, 2003.

The Wellness Vehicle is the first ever in Navy medicine, and the Wellness Center is the first in Hawaii for the Navy. CAPT Joseph Moore, commanding officer of Naval Medical Pearl Harbor, and CAPT Ronald Cox, commanding officer of Naval Station Pearl Harbor and chief of staff of Naval Surface Group Middle Pacific, performed the ribbon-cutting ceremony on both the mobile and ground centers.

Moore said that he hopes to see more wellness visits at local clinics versus sick visits.

"The health promotion van will allow Navy Medicine to take our expertise to the Sailor's and Marine's workspace. For instance, to get a flu shot takes about five minutes. The usual way to do this is for the active-duty member to leave work, get in his car, fight traffic, park in an already overcrowded parking lot, check into the clinic, wait his turn, get the flu shot and go back to work. He or she has lost about half a work day doing this. This van will allow us to bring services like immunizations, blood draws, physical assessment screening and health promotion education, to the workplace and deck plate. It is an idea long overdue," Moore said.

According to Shauneen Miranda, director of community health, the Wellness Vehicle will allow the Navy to give training anywhere on the island on any health or medical topic needed.

"Both centers are important and very useful," said Miranda. "The mobile center just allows us to reach out to more Sailors and cover more ground."

Through the new Wellness Vehicle and the Wellness Center, the Navy will be able to provide training on issues such as eating right, blood pressure, cholesterol and tobacco use.

The vehicle can go to all commands including those pier side, allowing them to benefit from the vehicle. It will also allow the Navy to go mobile with immunizations for vaccines, such as small pox and influenza.

"We worked so hard at getting this van going. It truly is going to improve our forces' health protection," said Miranda.

The health promotion van is a first for Navy Medicine and can provide a full service health fair at fleet/shore commands. Contact health promotion at 471-WELL (9355) to schedule a health fair or for one-on-one counseling.



Navy Region Hawaii Receives Commendation

A July 7, 2003 letter signed by the Acting Secretary of the Navy, announced the award of the "Meritorious Unit Commendation" to the Navy Region Hawaii. The award was based on meritorious service during assigned missions from 1 January 1999 to 31 August 2002. The Navy Region Hawaii was recognized for their superior leadership, stellar mission accomplishment and outstanding quality of life support to 100 tenant commands and 40,000 sailors and their family members which greatly contributed to the success of the US Navy in Hawaii.

The following units were cited for the Commendation: Navy Region Hawaii Staff, Naval Station, Pearl Harbor; Fleet and Industrial Supply Center, Pearl Harbor; Naval Medical Clinic, Pearl Harbor; Pacific Missile Range Facility, Kauai; Naval Pacific Meteorology and Oceanography Center, Pearl Harbor; and Navy Public Works Center, Pearl Harbor.

Tripler unveils remodeled birthing suites

Exert taken from Heather Paynter TAMC Public Affairs

Expectant couples from each branch of the military and a crowd of approximately 100 guests witnessed the unveiling of a \$1.8 million project with the grand opening of four, newly remodeled Labor, Delivery, and Recovery (LDR) rooms July 1 at Tripler Army Medical Center.

The rooms were converted from three existing delivery rooms into four, state-of-the-art, Labor, Delivery and Recovery (LDR) rooms that rival any facility in the civilian community. Tripler has a total of eight LDRs and two antepartum rooms.

New furniture, including an entertainment center with ample cubby space for belongings, bedside tables and an overstuffed foldout chair, fill the spacious and modern birthing suites. The walls are coated in soothing pastels surrounding floors in a light-colored wood pattern to match the furniture. Ceiling tiles with a seascape pattern overlook the room and its mountain window view.

"There is so much space," said Bettina Cunningham, an Air Force senior airman expecting her second child in September. "It is so nice and homey." Her first child was also born at Tripler using the same physician. As her eyes look over every part of the room, her husband David said, "it doesn't look like a medical room. It looks like a room in someone's house."

Lt. Col. Nancy Hughes, project manager for the newly renovated Labor and Delivery wing and director of the OB GYN (Obstetrics and Gynecology) nursing section invited several expectant mothers to celebrate the opening of the LDRs.

"We learned more about construction than we ever wanted to know," Hughes said. "We started about a year ago and put lots of figures together." Hughes went on to thank the Army Corps of Engineers; Brad Scully, LDR project engineer with the Army Corps of Engineers, Honolulu District and Maj. Robert Durkee, the head nurse of Labor and Delivery, along with all the other staff members and contractors who pulled together to make the project an impressive success.

Scully said the project went even better than he had expected. "We encountered very few glitches," he said. "We were able to make decisions here that will carry over to the next phase (of construction)."



Photo by Margaret Tippy
Lt. Col. Nancy Hughes, director of the Obstetrics
and Gynecology Nursing Product Line at Tripler
Army Medical Center, shows the new furniture to
guests at the grand opening.

The rooms to be remodeled

in the next phase will be similar, but in terms of construction and design it will be easier. "The (renovation schedule) is sequenced to keep everything running the way it always does," Scully said.

For Navy Petty Officer Second Class Jason Haley, though he has three other children, this will be the first time he will be there for the birth of a child. He has missed the others because of duty commitments. "The rooms are huge," he said. The Haleys also noted the family-oriented focus. "There is room for the whole family to be in here with me and a nice pullout bed for him," said Tammy Haley pointing to her husband.

Expectant mothers aren't the only ones thrilled about the new rooms. Physicians in the OB GYN Department said the rooms are a great result from an idea that has been in the works for a while. Lt. Col. (Dr.) Bruce Chen, chief of Maternal Fetal Medicine, Obstetrics and Gynecology said, "I've been here since 1986 and we lucked out with timing this year. This time when the money became available, we already had a plan and a proposal ready. My patients are thrilled about delivering in the new birthing rooms."

Tripler has the second largest volume of babies born in Hawaii averaging 240 babies every month.

HOT TOPIC

What's Covered, What's Not Covered

By TRICARE Management Activity

One of the most frequent questions TRICARE reps receive is "what medical benefits or medications are covered?" In general terms, most medically appropriate, non-experimental treatment for a covered illness or injury is approved by TRICARE. What does this mean to the beneficiary seeking treatment?

First, medically appropriate. TRICARE provides medical care in accordance with currently accepted treatment standards of the medical community. Based upon medical history, symptoms, diagnosis, and professional judgment, the provider may perform appropriate testing and treatment.

Normally, the less invasive and complex diagnostic tools must first be utilized, unless the provider furnishes medical evidence to support an exception. If the provider disagrees with TRICARE on the appropriate treatment, there are a variety of appeal procedures available to secure appropriate and timely treatment for the patient.

Second, experimental procedures. TRICARE will not cost share unproven or experimental treatments. Some new treatments receive significant publicity but, upon further medical evaluation, prove to be either harmful or ineffective. These treatments are not covered.

On the other hand, there are new procedures and products that, after evaluation, prove to advance medical boundaries in the diagnosis and treatment of injury or disease. After a new product or procedure receives FDA approval, TRICARE performs a technical appraisal and, if feasible, adds the new treatment to the long list of approved TRICARE benefits.

Last, covered illness or injury. TRICARE does not cover most cosmetic procedures, nor does it cover services by unauthorized providers such as chiropractors or acupuncturists. Most illnesses and injuries are considered covered conditions.

The important thing to remember is to contact an expert, usually a health care finder at the nearest TRICARE Service Center, to discuss clinical aspects of your case. Unique characteristics of your condition may mean a treatment that is normally not covered may be approved by TRICARE.

Examples include adjunctive dental care and cosmetic surgery in response to disfigurement, such as breast reconstruction or repair after burn injuries.

The <u>TRICARE Handbook</u> provides information on both covered and non-covered benefits. Likewise, the TRICARE Policy Manual contains detailed information about your benefits. Both publications are available on line and can be accessed through the pull-down menu on the TRICARE website (www.tricare.osd.mil).



Grand Opening of Stork's Nest



By Bill Doughty PAO, U. S. Naval Hospital, Yokosuka, Japan

Before Yokosuka's Stork's Nest opened for business, a few babies were born each year in lessthan-best locations such as a high-rise apartment in Atsugi, an ambulance on the way to a hospital, and in a private vehicle on the side of the Yoko-Yoko highway.

The Stork's Nest offers a safer alternative.

Eligible expectant mothers and their husband or coach can stay there when mom is about to deliver.

The Nest, which started with two rooms late last year and has grown to more than a dozen, celebrated a grand opening May 9. Located next to U.S. Naval Hospital, Yokosuka, Japan.

Rooms are private, with bathroom, refrigerator, microwave oven, bed, sofa, TV-VCR, desk, dresser, and rocking chairs. A cozy community area offers a living room atmosphere and a kitchenette.

"With a lot of hard work and community involvement we've been diligently ordering supplies, moving in new furniture, painting and decorating to make the Stork's Nest a home-away-from-home," said LCDR. Elaina Hall, Case Manager of the Stork's Nest.



LCDR Elaina Hall thanks Steven Petsch for his photography donations to Yokosuka's Stork's Nest.



Hospitalman Adoracion Samano (of Brownsville, TX) and Navy Nurse Corps Officer LT Rhonda Hinds (of Orange Park, FL) assist Mariko Spurlock (originally of Kyoto, Japan) on the Maternal Newborn Ward of U.S. Naval Hospital, Yokosuka, Japan. Mrs. Spurlock said hers was a perfect Mother's Day in Yokosuka.

"We are pleased and proud to announce we have all 12 studio apartments at the Stork's Nest open and ready for our beneficiaries."

Hall and Director of Population Health CDR. Leanne York-Slagle scheduled a ribbon-cutting ceremony on May 9. Doors opened to the public to tour the facility at 2 p.m.

"Information boards, and staff members were available to answer questions. Information was also available if members would like to be a part of this wonderful community project," said Hall.

Families can learn more about the Stork's Nest from their primary care manager or senior nurse at their branch medical clinic.

"Each clinic has received a Stork's Nest Booklet that's packed with invaluable Stork's Nesting information. If you are eligible to stay at the Stork's Nest your information will be gathered at your clinic and forwarded to the Stork's Nest Case Manager," said Hall.

TRICARE Information

Conferences Scheduled for Calendar year 2003 Hosted or Co-hosted by TRICARE Pacific Lead Agency

October 27-31, 2003

11th Annual Patient Movement Conference

October 27-29 — AE Conference

October 30-31 — UM/QM

Kadena AFB, Okinawa, Japan

October 29-30, 2003

Tri-Service Product Review Board Conference (Product Standardization) Hickam Officer's Club, Hickam AFB, HI

November 12-14, 2003

WESTPAC Conference (Western Pacific MTF Commanders) Hilton, Guam

November 17-18, 2003

TRICARE Fundamentals Course Hilton, Guam

November 20-21, 2003

TRICARE Fundamentals Course Bangkok, Thailand

Military Medical Support Office (MMSO)



Military Medical Support Office (MMSO) new hours of operation are Monday through Saturday from 0600 to 2230 CST.

For more information visit:

http://mmso.med.navy.mil

New Hours of Operation



TRICARE Management Activity

Effective July 1, 2003, the TRICARE Information Call Center (TIC) is operating under new hours. The new hours are Monday - Friday, 8 am - 8pm, Eastern time (excluding Federal holidays). TRICARE Management Activity National Toll Free Numbers are:

Senior Pharmacy Program

1.**877**.DOD.MEDS (1.**877**.363.6337)

TRICARE For Life

1.**888**.DOD.LIFE

(1.888.363.5433)

TRICARE Prime Remote (TPR)

1.**888**.DOD.CARE (1.**888**.363.2273)

Other National Toll Free Numbers

TRICARE Retiree Dental Plan - Deltal Dental

1.888.838.8737

TRICARE Dental Program (TDP) - United Concordia

1.800.866.8499

TRICARE Mail Order Pharmacy - Express Scripts

1.866.363.8667

<u>Defense Enrollment Eligibility Reporting Systems</u> 1.800.538.9552

TRICARE Online

1.**866**.DOD.EWEB (1.**866**.363.3932)

For more information on these or other programs, please visit www.tricare.osd.mil.

TRICARE KMR MARKETING TEAMS UP WITH THE 374th MEDICAL GROUP IN YOKOTA

Written by William P. Charron, KMR TRICARE Pacific Marketing Representative

Ms Fawn Ivey, T R I C A R E KMR Marketing Representative, in a coordinated effort with the 374th Medical Group hosted a series of informational Town Hall



Meetings to assist the Yokota Community in understanding the benefits and services provided by TRI-CARE and the Medical Group. Masterfully arranging schedules, facilities and resources the team coordinated a very successful event that effectively provided a tremendous amount of resources and information to a beneficiary population of over 10,000. "It was pretty impressive having the Hospital Commander kick it off and the senior leadership of each area available to discuss their services and answer questions," said TSgt Romias, one of the participants. Ms Ivey, in an aggressive marketing campaign, developed radio scripts, commander's channel slides, posters, mail stuffers and pamphlets. Taking countless hours of personal time, she diligently contacted agencies and key individuals in the community network she had built. Her remarkable enthusiasm was contagious throughout the base evidenced in the mass availability of announcement information and material. It seemed everywhere you looked you could find some information about the upcoming Town Hall meetings. Yokota community awareness is a tribute to her boundless energy and selfless dedication.

In the early evening hours on Tuesday the 15th of April 2003 at the base recreation center the concerted efforts of all launched the first of three open-house meetings. This meeting focused on Civilian Pay-Patient's issues, an area unique to overseas locations and therefore not usually well understood. Colonel Margaret B. Matarese, Medical Group Commander, began the meetings by welcoming guests and explaining the purpose and scope of the meeting. Then, participants were given quick informative briefs by Medical Group Senior Leadership, Primary Care Physicians, TRICARE Marketing Representative, Patient

Advocate and other qualified persons explaining their services and how things work in respect to our civilian beneficiaries. Participants were then provided an open forum to discuss issues and questions they might have.

The second meeting, designed for the main TRI-CARE Beneficiaries, was again held in the base recreation center in the early evening. The hospital senior leadership and TRICARE marketing representative were there and ready to expound on any issues our TRICARE Prime beneficiaries would bring. Information on how the TRICARE system works, eligibility, enrollment, access, claims and much more was covered and available in handouts and pamphlets. Both the panel and the participants expressed a feeling of satisfaction upon leaving the meeting with strong feeling satisfaction and good spirit.

The last and best attended meeting was for our TRI-CARE Standard beneficiaries, retirees in the local area came out in strength to participate in this opportunity to really get an understanding of their treatment options. Their enthusiasm to have a forum that would inform them of how the system worked was evident as they filled the Base Theater and the Town Hall panel's excitement continued to build as the numbers of participants increased. The general mood this cool clear morning was that of a refreshing chance to meet with the institutional representatives that provide them a vital service to sustain their livelihood in this overseas culture. One unnamed participant was heard to say, "Finally, I have a chance to understand this TRICARE stuff". Information was provided and questions were answered and all left with the satisfaction that everyone's quality of life was improved through a better understanding of health care issues.

The 374th Medical Group and TRICARE Pacific Marketing staff accomplished a special event that will last in the memory of this community until the next Town Hall series. The significance in not counted in the numbers of attendees or time spent but in the enhanced beneficiary satisfaction that the military medical system is making the selfless effort to work for them. Hope to see everyone as enthusiastic at the next series.

Iwakuni Nurse Wins Patent for Medical Kit



LT Gino Narte shows the adult and child anaphylactic kits he designed at Branch Medical Clinic Iwakuni. Narte recently received a patent for his kits. (Photo by Bill Doughty, USNH Public Affairs Officer).

By Bill Doughty PAO, U. S. Naval Hospital, Yokosuka, Japan

YOKOSUKA, Japan - With her severe allergies to wheat flour and cheese, the last thing baby Leah Narte needed was a bite of her brother's pizza. The resulting allergic reaction earned her an emergency response at the Branch Medical Clinic at Marine Corps Air Station Iwakuni in southern Japan.

Severe allergic reactions can send a person into anaphylactic shock, and cause a life-threatening shutdown of their airway. Luckily the Iwakuni Clinic now has pre-packed kits of information and medications, developed by Leah's father, LT Gino Narte, Nurse Corps.

Leah, like millions of people, is allergic to many different foods, pollen, and animals. In a severe reaction she becomes extremely swollen and itchy and has difficulty breathing.

"She's been taken to our Urgent Care Clinic about six times now," said Narte. "She almost died on me back in December 2001."

Back then, staff members had to look for medications stored separately and calculate dosages depending on the age, size, and severity of the patient. Now they grab a kit, tear it open and are ready to respond.

Adult kits and child kits are pre-packed with a dosage calculation sheet and all the medications needed. Healthcare providers evaluate the type and severity of the allergic reaction - mild, moderate, or severe - then follow the printed instructions. It saves a lot of time, Narte said.

"Time is important in response to an emergent allergic reaction, because you're concerned about their breathing, you're concerned about their airway," he said.

On May 16 Narte received notification and certification from the Library of Congress that his prepacked kits had been awarded a U.S. patent.

According to Branch Medical Clinic Iwakuni Officer-in Charge, CDR. Don Albia, Medical Service Corps, "It's really a true satisfaction for us this little place - that a lot of folks are doing a lot of great things." A command-wide philosophy of staff empowerment allowed the innovation to occur.

"The staff here knows they don't have any boundaries," said Albia. "All they have to do is reach out and set their sights. If it's something that's doable, if it's not against the rules, if it's not hurting anybody, then go for it."

Narte, who will leave Iwakuni soon after a three-year tour, notes that the new kits have helped the clinic reduce hospitalization costs and return adult patients back to work.

But what inspired him to create the innovative packets was his daughter.

"Since we came up with this, it's been great," he said. "She's been taken care of."

Narte hopes the packets will become known as "Leah Kits" and that they'll be used at other military treatment facilities.

What is Non-combatant Evacuation Operation?



By Soyoung Harleston KMR TRICARE Marketing Representative-Korea

Noncombatant Evacuation Operations (NEO) is a plan to ensure that family members and other noncombatants, non-essential personnel can be evaucated to a safe place in the event of a natural disaster, hostilities or military conflict.

In Korea non-combatant readiness exercises called "Courageous Channel" are conducted semi-annual peninsula wide by U. S. Forces Korea (USFK) 8TH Army.

During these exercises, a full dress rehearsal of NEO is conducted. The purpose of this exercise is to train all participants in the procedures to follow during the alert and assembly phases to instill realistic expectations. It gives the non-military personnel the "flavor" of real evacuation process. To make the whole process work successfully requires practice and allows them to check and update vital documents within their NEO packages. The packages should include U.S. citizenship documents, Power of Attorney, Will, Identification Card, Passport, Birth Certificate(s), and Marriage License/Certificate.

It is mandatory for all non-military personnel to participate in this exercise. NEO Control Centers across the Korean peninsula open up for processing non-combatants and non-essential personnel as part of the regular training exercise.

Soyoung Harleston, KMR TRICARE Marketing Representative; Candace Fuda, TRICARE Marketing Representative and the TRICARE enrollment clerks were at major locations promoting TRICARE and explaining benefits to Active Duty Family Members, retirees and their family members. Enrollment forms, informational brochures and health care passport booklets were readily available for all beneficiaries.

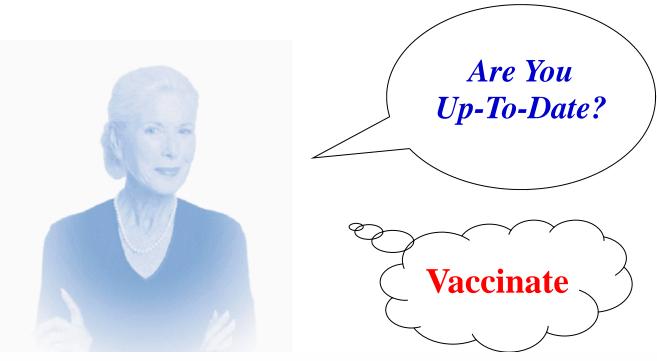
There were a few family members visiting Korea who had the opportunity to participate in the NEO as well. They were given information about the traveling rules in WESTPAC.

Evacuation can be made easier and less stressful by attending regularly scheduled NEO briefings. Members who have questions about TRICARE benefits or processing through NEO can contact one of the TRICARE Marketing Representatives or the TRICARE Service Center.

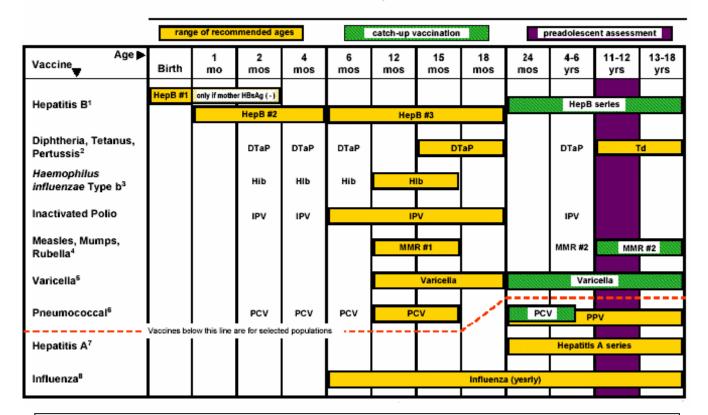
The next Courageous Channel/NEO Exercise is scheduled for October.

***Regularly scheduled NEO Exercise are not connected to or the result of current local or international events.

August is National Immunization Awareness Month



Recommended Childhood and Adolescent Immunization Schedule— United States, 2003



Approved by the Advisory Committee on Immunization Practices (www.cdc.gov/nip/acip), the American Academy of Pediatrics (www.aap.org), and the American Academy of Family Physicians (www.aafp.org).